



**Unfortunately, we couldn't verify your identity**  
 Enter your full name exactly as it is on your identity document.  
 Tax number is incorrect. Provide a correct tax number.

## September 25 - Unable to Proceed

From support@sumsub.com      ☆ 8:17 AM  
 To alishb@protonmail.com



Hello,

Thank you for reaching out to us.

First, we'd like to clarify that Sumsup is an identity verification service provider. We verify the identity of customers for our Clients (the platforms we provide services for) strictly based on the documents, rules, and procedures set by such Clients.

As an identity verification service provider, Sumsup does not make decisions regarding the acceptance or rejection of customers. These decisions are solely determined by each Client, based on their customer due diligence, risk assessments, and other evaluations, as they have full access to their customers' data. Sumsup acts only according to our client's instructions.

Considering your situation, we recommend that you contact **Ftx** directly via [support@ftx.com](mailto:support@ftx.com).

**Marcus**

Best regards,

**Sumsup Team**

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## Sumsup Reply

**Information**



Sumsup acts only as a data processor. A final decision regarding the establishment of business relations with its customers is always on the company that asks you to pass verification. Due to this, you should contact the support team of that company.

**Email content**



**Giorno (Please use support.ftx.com)**

Oct 7, 2024, 18:50 PDT

Hello,

Can you share the documentation related to your name change? So we can take a look at your case.

With due regards,  
FTX.

**Email content Giorno (Please use support.ftx.com)**



Oct 17, 2024, 02:25 PDT

Hello,

Unfortunately, we are not able to make changes at this time because your KYC is unverified.

Please refer to this page to get more details on your KYC status: <https://support.ftx.com/hc/en-us/articles/17964456562068-KYC-Statuses-Explained>

Thanks,

FTX Customer Support

## **FTX support communications**